

Upholding hiring regulation, privacy laws and yet enhancing operations: A comprehensive approach to document processing, privacy, and discrimination prevention in the Public Sector with Automation Fabric (AI + Conversational Bots + API-Led Automation)

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In the age of digital transformation, government agencies face daunting tasks: managing extensive public data, ensuring privacy, and delivering efficient services. Moreover, they must navigate complex regulatory codes that govern their operations, including hiring practices and protecting sensitive information. However, reliance on legacy systems and traditional operational paradigms can hinder the transition to more efficient, modern methods.

One of the most significant challenges is handling physical documents, particularly those requiring signatures, such as employment contracts, licensing agreements, and permits. The manual entry or scanning of these documents is time-consuming and prone to errors, leading to potential inaccuracies and inefficiencies.

Moreover, using personally identifiable information (PII) in government processes presents its own challenges. With rising concerns about data breaches and misuse, governments must ensure stringent privacy protection standards. Traditional methods of handling these tasks involve manual processes that can be laborious, prone to error, and potentially invasive of privacy.

However, integrating Artificial Intelligence (AI), API-led automation, and conversational bots can transform these daunting challenges into efficient workflows.

AI and conversational bots can handle tasks such as employment verification and reference checks efficiently, accurately, and with respect for privacy. AI-powered bots can be designed to ask carefully defined questions to gather the necessary information without encroaching on areas that could lead to discrimination or violation of privacy. They can also automate redacting PII from documents, ensuring hiring decisions and other processes are based on relevant qualifications rather than personal information. This not only streamlines the process but significantly reduces the risk of human errors that could lead to privacy breaches or discrimination complaints.

API-led automation can revolutionize how agencies handle data, including PII. APIs, or Application Programming Interfaces, allow different software applications to communicate. By adopting an API-first approach, agencies can create integrated, streamlined systems that break down silos and enable efficient data flow across departments.

Navigating the labyrinth of legal requirements adds another layer of complexity to public sector operations. This is particularly true in California, where various regulatory codes govern hiring practices and protect sensitive information.

For instance:

- California Code of Regulations (CCR) Title 2, Section 11065 mandates the protection of information regarding disabilities.
- Government Code (GC) Section 18934 addresses the confidentiality of applicant information.
- Title 2, Sections 186-198 dictate rights to inspect exam papers.
- CalHR1093, or the Preference Form, covers the preferences invoked in hiring.
- Standard State Application Form Std678 includes a comprehensive guide for prospective state employees.

The traditional approach to managing these regulations is labor-intensive, prone to error, and potentially invasive of privacy. This is where the transformative potential of Artificial Intelligence (AI), API-led automation, and conversational bots can be harnessed.

Imagine AI-powered conversational bots that can manage end-to-end flow, API to perform necessary integration with systems upstream and downstream. Additionally, document scanning engines like computer vision, OCR etc can ensure even handwritten documents redacted for reading, yet data is stored in the respective system with encryption and all done at low latency.

AI-powered conversational bots can efficiently handle sensitive tasks such as employment verification and reference checks. They can be programmed to ask precisely defined questions, gathering the necessary information without encroaching on sensitive areas or violating privacy regulations. This approach is particularly effective in ensuring compliance with codes like CCR Title 2, Section 11065, which mandates the protection of information about disabilities.

API-led automation, which allows different software applications to communicate, can create integrated, streamlined systems that break down silos and enable efficient data flow across departments. This is crucial for managing the application process, including managing forms like CalHR1093 and Std678, and ensuring compliance with regulations such as GC Section 18934.

Moreover, AI can automate the process of redacting PII from documents, ensuring that hiring decisions and other processes are based on relevant qualifications rather than personal information. This streamlines operations and significantly reduces the risk of human errors that could lead to privacy breaches or non-compliance with regulations.

Technology (un)choice

While plenty of tools desperate tools and technology choices are available for implementation, only so many tools can perform all of this from an integrated ecosystem. Platforms like Automation Anywhere and UiPath are sharing document scanners from other platforms. Conversational intelligence are still far from achievement with some of these platforms. As they are primarily meant for business process automation.

What is needed here is a single platform that has ability to support custom API design, document scanning using AI with redaction and encryption, and conversational intelligence to interact with end users and perform a completely orchestrated workflow that is intelligent, secure, private and yet self-servicing. A solution that can weave all types of data and interactions in a seamless flow like how a Fabric is made - Automation Fabric.

As per Forrester Research "Applications have long been the core building block of the enterprise tech landscape – but change has quietly snuck up on us. A collection of diverse yet coevolving automation technologies such as robotic process automation (RPA), low-code tools, native integration platforms (iPaaS), process intelligence, chatbots, and machine learning are increasingly being woven into a loose fabric atop the application layer. They abstract features and functionality of the underlying apps to make them accessible for a broad spectrum of users. This report shows how the “automation fabric” is the layer where work gets done – and how it’s becoming the new playground for digital transformation."

In conclusion, adopting AI, conversational bots, and API-led automation is beneficial and essential for modern public sector agencies. These technologies can enhance efficiency, improve privacy, prevent discrimination complaints, uphold regulatory codes, and deliver superior services. By embracing this digital, data-driven operational model, public sector organizations can meet the demands of the 21st century while safeguarding the rights and privacy of their constituents. These technologies can enhance efficiency, improve privacy, prevent discrimination complaints, and deliver superior services. By embracing this digital, data-driven operational model, public sector organizations can proactively address privacy and efficiency challenges, transforming their service delivery for the better.

DeepTech Consulting is on a mission to reimagine digital governance and eCivic eXperience. With decades of experience in innovative and transformative technology solutions, DeepTech aims to bring next-generation and futuristic technology capabilities to public services. Located in Pleasanton, CA and approved CMAS, DeepTech can transform your public services ecosystem to increased digital adoption, resiliency, agility in service delivery and harvest innovation within.

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